



JOB DESCRIPTION: ASSISTANT/RELIEF MANAGER (FULL OR PART TIME)

JOB DUTIES: This is an hourly, non-exempt position which manages a retail store and is responsible for customer sales and service.

I. SUPERVISORY RESPONSIBILITIES

Depending on store volume, directly supervises 10 to 40 employees and is responsible for the overall direction, coordination, and evaluation of a given shift.

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

II. DUTIES AND RESPONSIBILITIES

Receives training and performs duties in all departments. These duties include customer sales and service, familiarity of all staff functions, store operations, management directives, stockroom and store maintenance, and company policies and practices which affect each phase of business.

Assigns employees to specific duties. Ensures compliance of employees with established security, sales, and recordkeeping procedures and practices. Supervises employees engaged in sales work, inventories, cash reconciliation, and other activities. Performs maintenance of operating records and prepares daily records of transactions. Coordinates sales promotion activities and prepares, or directs workers, in preparing merchandise displays. May perform subordinate work as needed.

Depending on location, may be required to learn, comply with and train associates on complex regulations, such as federal firearms or ammunition paperwork. May have the regular care, custody and control of firearms and ammunition while selling, receiving, training, and auditing the same.

Has regular communication with corporate office in regards to sales and merchandise needs or promotions. Oversees training and development of employees in the stores. Responds to customer complaints and directs them to appropriate remedies. Operates office machines such as computers, printer, POS equipment, locks and secures the store and performs cash deposits.

Must lead by example with friendly and attentive customer service. Must maintain professional atmosphere and communicate effectively with other co-workers, management, vendors, and clientele.

Represents Company to the public. Other duties as assigned.

III. SCHEDULE REQUIREMENTS

- The position and duties reflect those of an hourly paid employee and thus, the employee is compensated as an hourly, non-exempt employee.
- Regular and dependable attendance to meet a full-time or part-time schedule is required.
- This is a full-time or part-time position with a regularly changing schedule to best suit operational needs.
- Minimal travel may be required to attend and participate in company sponsored training seminars.
- May be assigned to other locations based on Company business needs.

QUALIFICATIONS AND REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential job functions. A qualified employee or applicant may not have any firearms and/or ammunition prohibition of any kind.

I. EDUCATION / EXPERIENCE

Bachelor's degree from four-year college or university; or one to two years related experience and/or training with our Company; or equivalent combination of education and experience.

Minimum requirement: High school diploma, General Education Development (GED) or High school equivalency exam.

III. MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide, in all units of measure using whole numbers, common fractions and decimals. Ability to calculate figures and amounts such as discounts, proportions, percentages, area, and volume.

V. PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand; walk; use hands; to finger, handle, or feel objects, tools, or controls; and communicate effectively with others.

The employee frequently is required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 75 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

II. LANGUAGE SKILLS

Ability to understand and incorporate management or corporate communications and policies such as safety rules, operating and maintenance instructions, and procedure manuals. Speaking and understanding English to effectively communicate with customers, coworkers, or supervisors who only speak English and utilize public address system; to comprehend and apply general business periodicals, professional journals, technical procedures, or governmental regulations; to competently write reports and business correspondence; and to effectively present information and respond to questions from groups of managers, customers, the general public, office and store employees.

IV. REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract or concrete variables. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

VI. WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee frequently works at heights and occasionally works near moving mechanical parts and with ammunition and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

** This job description is not intended to provide an exhaustive nor comprehensive list of every activity, duty, or responsibility of an Assistant Relief Manager; rather it is designed to provide an overview of the most frequently performed functions. The applicant or employee should be aware that other duties may be assigned and if so, the employee is required to complete them.*